# BENGALURU METROPOLITAN TRANSPORT CORPORATION

## INVITES

## TENDERS

## FOR

## SELECTION OF LICENSEE FOR PROVIDING HOUSEKEEPING SERVICES AND OPERATIONS & MAINTENANCE OF PASSENGER TOILET BLOCKS AT SHANTINAGAR & JAYANAGAR BUS STATION, ON H1 BASIS. (HIGHEST CHARGES)

**CHIEF TRAFFIC MANAGER (COM),**
**BMTC, K H Road, Shanthinagar, Bengaluru – 560 027**

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**SECTION I**

**NOTICE INVITING TENDER (NIT)**

**FOR**

**SELECTION OF A LICENSEE FOR CLEANING & MAINTENANCE OF BUS STATION PREMISES INCLUDING PAY & USE TOILET COMPLEX AT SHANTINAGAR & JAYANAGAR BUS STATION IN BMTC**

(Through Karnataka Public Procurement Portal only https://www.kppp.karnataka.gov.in )

Tender Reference No: [37/2024-25] CALL-2 Dated: [02/06/2025]

| | |
|---|---|
| Date and time of and availability of Tender Document | From [02/06/2025] to [10/06/2025] upto 17:00 IST to be downloaded from the Karnataka Public Procurement Portal https://www.kppp.karnataka.gov.in |
| Last date for submission of online Tenders on Karnataka Public Procurement Portal | On [10/06/2025] upto [17:00] IST |
| Date and Time for opening of Technical & Financial Tender on the Karnataka Public Procurement Portal | 11/06/2025 at [17:05] IST & financial shall be intimated later |
| Validity of Tender | 90 days from the last date for submission of Tender |
| Selection basis | H1 (Highest monthly LF quoted) |
| Period for License | 1 (one) year unless extended by the Licensor for an additional period of upto maximum of 1 (one) year as on mutual acceptance. |
| Address for Communications | Chief Traffic Manager (Com),<br>Bengaluru Metropolitan Transport Corporation,<br>K H Road, Shanthinagar, Bengaluru - 560027. |

## SECTION II

TERMS AND CONDITIONS FOR SELECTION OF HOUSE KEEPING AGENCY FOR CLEANING & MAINTENANCE SERVICES AT SHANTINAGAR & JAYANAGAR BUS STATION INCLUDING PAY AND USE TOILET COMPLEXES.

### I. PRE-QUALIFICATION CRITERIA:

#### 1) Eligible Tenderer

For determining the eligibility of Tenderer, the following conditions are required to be satisfied:

i. The Tenderer should not have been blacklisted or be under order of debarment from participating during last 3 years as on the date of Notice Inviting Tender.

ii. Tenderer should not have been terminated during the last two years as on the date of submission of proposals for this tender due to non-fulfillment of contractual obligations as evidenced by imposition of penalty by any procurement entity or judicial authority or judicial pronouncement against the tenderer.

iii. The Tenderer should either be a proprietorship Firm, or company, or partnership firm, or Limited Liability Partnership firm which is registered under the relevant statutory law.

iv. The Tenderer should have a Registered Office in Karnataka. The Tenderer must hold a valid registration of Trade license/Registration with labour department as supporting documents.

v. The Tenderer should have the following registrations:
a. Registration with the Department of Labour.
b. Registration under Employees' Provident Funds and Miscellaneous Provident Act, 1952.
c. Registration under Employees State Insurance Act, 1948.
d. Registration under the Goods and Service Tax (GST)
e. Registration under Professional Tax.
f. Permanent Account Number (PAN) issued by the Board of Direct Taxes under the Income Tax Act, 1961.

#### 2) Technical Capacity:

The Tenderer should establish their experience (the "**Technical Capacity**") as set out below:

The Tenderer should have successfully carried out Housekeeping services and maintenance of toilets or similar services at public places such as bus stations, railway stations, places of public gathering, municipality toilet complexes etc. during any 1 (One) year out of the last 5 (Five) completed Financial Years. (i.e., Financial Years 2019-20, 2020-21, 2021-22, 2022-23 and 2023-24) preceding the Last Date for submission of Tenders.

#### 3) Financial Capacity:

The Tenderer should have the following financial capacity (the "**Financial Capacity**").

The Tenderer should have minimum Average Annual Turnover of INR. **Ref ANNEXURE** out of the last 5 (Five) completed financial years preceding the last date for submission of tenders (i.e. Financial Years 2019-20, 2020-21, 2021-22, 2022-23 and 2023-24).

**The Tenderer should submit details of the Annual Turnover and a certificate for average annual turnover from a Statutory Auditor / Chartered Accountant along with audited annual accounts for the respective financial years**

## II. EVALUATION & OTHER CRITERIA:

1) **Evaluation Criteria:** Based on the Highest Bid (H1) received per month subject to fulfilment of Pre-qualification criteria set out. The financial offers of only qualified Licensees will be opened and considered for selection.

2) **Period of Contract:** 1 (one) year unless extended by the Licensor for an additional period of upto maximum of 1 (one) year as on mutual acceptance.

3) **Payment**: The License Fee should be paid by the licensee on successful completion of the month i.e., on or before of 5th of next month. In case of delay or part payment licensee is liable to pay simple interest at 24% per annum. Nonpayment of license fee by the Licensee for a consecutive three months or nonpayment of arrears amount equivalent to three months license fee the licensor reserves the right to terminate the contract and the forfeit the security deposit.

4) **Escalation:** There shall be annual escalation of 10(Ten) % every calendar year w.e.f. 1st of January every year over the license fee of the previous year. However, in the first Year the escalation in the license fee shall be limited @ 1% per month for every completed month up to 31st December subject to maximum of 10 % and subsequently in the same manner during the extension of this License agreement, if any.

- **Such cases when start date falls between 1st to 15th of a month, then the month will be considered as completed month.**

  **For example:** A Licensee enters into agreement on 13th of February then February will be treated as completed month for annual escalation.

- **Such cases when start date falls between 16th to 31st of a month, then the month will not be considered as completed.**

  **For example:** A Licensee enters into agreement on 16th of February then February will not be treated as completed month for annual escalation.

5) The Licensee has to replenish the Security Deposit whenever there is an escalation of the License Fee during the Agreement Period.

6) The commercial offer/financial bid shall be in the form of total rate. The bid price shall be in rupees per month. Total rate shall include cost of manpower, consumables, machinery, taxes etc for the whole bus station complex as described in the Scope of Work.

7) **Earnest Money Deposit: -**

   a. The EMD of Rs.1,00,000/- is to be paid through e-procurement mode.
   b. The EMD do not carry any interest.

8) **Security Deposit:** The Licensee has to furnish security deposit for an amount of 6 times of LF or Rs.30,000/- whichever is higher, the deposit shall be in the form of DD drawn in favour of **CAO FA BMTC.** The Security deposit is liable to be forfeited either in full or in part if the licensee fails to carry out the work as per the terms and conditions of the assignment letter / agreement or in case of non settlement of claims. The Security deposit does not carry interest. The Security deposit will be refunded only after the successful completion of contract period or termination of contract duly recovering the dues to the corporation, if any.

9) The EMD of the successful licensee will be adjusted towards security deposit. The selected licensee shall remit balance security deposit & enter into agreement within 21 days (including holidays) from the date of issue of allotment letter, failing which, Earnest Money Deposit will be forfeited and allotment will be cancelled by duly black listing the licensee and the licensee will not be permitted to participate in any of the tenders of BMTC for a period of three (3) years from the date of such black listing.

10) The Licensor reserves the right to accept, reject or cancel any or all the Tenders or to abandon the procurement process without assigning any reasons thereof & shall not incur any liability to the Tenderers.

11) **Risk Purchase Clause:** If the services are not provided as per the delivery schedule/as per the scope of work/specifications/terms and conditions of the assignment letter/ agreement BMTC will obtain services from alternate sources. Extra expenditure incurred thereof along with the due to non–fulfilment of contractual obligations shall be payable by the licensee failing which same will be recovered from security deposit.

12) **Insurance**

The Licensee shall at its cost and expense, purchase and maintain by due re-instatement or otherwise, such insurance as are necessary including but not limited to the risk and coverages as provided. BMTC shall not be responsible for any of the staff insurance.

a) **Evidence of Insurance**

The Licensee shall, from time to time, shall maintain mandatory insurance policies (or appropriate endorsements, certifications or other satisfactory evidence of insurance). The Licensee shall from time to time promptly pay insurance premium, keep the insurance policies in force and valid throughout the License Period.

13) **Indemnity**

The Licensee has to indemnify the licensor, against any kind of claims, damages or compensation by personnel under the provisions of all labour laws & all applicable laws in force from time to time. The Licensor will not own any responsibility in this regard. The Licensee will be liable for any such consequences resulting from violation of applicable laws.

## SECTION III

**SCOPE OF WORK:**

1) The works covered under the scope of this tender shall include House keeping services for BMTC Office Area/ Stair Case / TTMC floors used by BMTC & Licensees office space (except pay & park Licensee area)/ waste disposal sewerage & Underground drainage clearance whenever its blocked, maintenance of bus bay & platform area, office toilets maintenance, lawn maintenance, subway area, terrace area, operation & maintenance of pay & use toilets.

2) The details of the works to be undertaken are as per schedule ‘A’ and ‘B’. The Licensee required employ/engage sufficient workers and supervisory staff to carry out the Housekeeping & Toilet Management services.

3) The cost of inputs, consumables, machineries etc required for maintenance and cleaning of the Bus Station as prescribed in the schedule of work are to be borne by the licensee.

4) The Licensee/ Agency shall repair & clean pay & use toilet complex & at his own cost maintain / ensure
   a. Replace the bulbs / tubes.
   b. Replacing of leakage taps.
   c. Repair/Replacing all damages doors of.
   d. Maintain doors in good condition.
   e. Water supply at all times.
   f. Repair/ replace the closets/ pans.
   g. Provide mugs and buckets.
   h. Undertake pest control measures.
   i. Transport collected garbage from the premises.

j. Put Signage's on toilets.
k. Placing Naphthalene balls in all the urinals and washbasins at all times.
l. Cleaning of all Toilet Complexes with standard quality cleaner/acid continuously and kept hygienic without giving any scope for complaints.

5) The Licensee has to provide mechanized cleaning equipments such as;
a) Heavy duty scrubber - 1 No.
b) Single disc scrubber - 1 No.
c) Aluminium ladder (30ft) - 1 No.
d) Heavy duty wet & dry vacuum cleaner - 1 No.
e) High pressure jet pump - 1 Nos.
f) Single mop ringer trolley bucket - 1 No.
g) Pest control spraying machine - 1 No.
h) Wheel barrow Trolley (Small) - 1 No.
i) Wheel barrow Trolley (Large) - 1 No.

6) **Electricity& Water charges for Maintenance of Public Toilet Complex:**

- Water and electricity will be provided by BMTC for Public Toilets on availability and on chargeable basis. The Licensee shall pay all charges towards consumption of electricity and water for operating the Toilet Complexes as may be billed and notified by Licensor or concerned Authority. Such charges shall be paid promptly within the due dates.

- Whenever the water is supplied from BMTC from its own source for toilet maintenance the Licensee shall pay the charges as per the units consumed. If there is no sub-meter then the Licensee shall pay 2% of the License fee towards the Water charges or as per the units consumed. The Electricity charges shall be paid as per the bill raised by BMTC Authority. The Licensee shall quote his bid accordingly. In case of delayed payment interest @24% per annum will be charged.

- When Licensee make his own arrangement for water for public toilets, in such cases Licensee is exempted from paying water bill for the contract period.

- If the licensee uses water from borewell digged at his own cost then he shall not pay any water charges to BMTC till completion of the contract including extended period.

7) **Electricity& Water charges for Providing Housekeeping service:**

- Electric power/water required for carrying out the house keeping operations will be made available free of cost and the Licensee shall exercise utmost care for judicious use of these resources.

- The License / Contract will be terminated, if the licensee misuses the same.

8) The Licensee shall bear the cost of disposal of waste generated in housekeeping & public toilet maintenance area.

9) **The selected Licensee shall be entitled to collect Rs.5/- per head from users of the toilet, while Urinal facility shall be provided free.** The sign boards in this regard shall be clearly displayed both in Kannada & English. The Licensee shall quote their bid for BMTC usage area reducing the revenue input earned through fee collection from toilet complex.

10) The Licensee shall not engage child labour.

11) The Licensee shall post substitute labour in case of regular worker avails weekly off/ leave or abstained from duty. Totally the cleaning work should not suffer.

12) The worker engaged for Housekeeping & Toilet Management services should be present at the Premises. In case the worker and the supervisory staff is not found at the complex/work spot at the time of inspection by the officers of the corporation, Corporation reserves the right to recover the proportionate value of the contractual amount besides initiating action.

13) During the course of inspection by the officers of the Corporation, if the work is found to be unsatisfactory, the corporation reserves the right to impose penalty for the unsatisfactory work rendered by the workers/labourers and the same will be deducted from the bill.

14) **The payment of statutory contributions**: Every month the selected Agency shall pay all statutory contributions like PF, ESI, PT in the name of persons deployed. Every month the Licensee shall pay other statutory contributions and Taxes if any without fail. A copy of the documentary proof having paid all the above contributions, Taxes shall be furnished. In addition TDS as applicable shall be deducted. BMTC shall not be responsible for payment of wages and also not be responsible for non-payment of any statutory recoveries like PF, ESI etc., in respect of the workers engaged by the Licensee.

15) The Licensee has to ensure that the workers are undergone health check-up twice a year.

16) The wages paid to the employees engaged shall be strictly confirmed to the provisions of the Minimum Wages Act pertaining to Safai Karmacharis, underground drainage, floor, bath room & toilet and other workers engaged in similar kinds of work which is existed as and when. The monthly payments shall be made directly through their individual Bank accounts only. The Licensee is required to provide the bank account statement of wages paid to the labourers every month.

17) The Licensee shall provide Identity Cards to his Individual Workers and also safety equipment/gadgets as per norms.

18) The Licensee shall make use of his own equipment and materials for cleaning the complex/ bus station/office area etc.,

19) The Licensee shall maintain the required registers, books and accounts etc., under various statutory enactment and laws applicable.

20) The Licensee shall clean the whole premises and get certified by stand incharge/ Assistant Traffic Manager in the prescribed register.

21) The Licensee shall maintain employee attendance register maintained by the agency should be certified by the stand incharge/ Assistant Traffic Manager on daily basis.

22) The Licensee agrees to undertake that he shall not claim to be a Lessee under this agreement at any point of time and subsequently involve the Corporation in litigation.

23) The Licensee have to execute an agreement on requisite valued stamp paper as per Karnataka Stamp Act regarding the performance of the contract after duly depositing the prescribed interest free Security Deposit.

24) The Corporation shall increase or decrease the housekeeping area with prior notice to the agency with pro-rate charges.

25) The Corporation shall increase or decrease the toilet complexes corresponding to LF quoted with prior notice to the agency.

26) The labour engaged for the services shall be able to address the commuters in Kannada language.

27) If the performance of the Licensee is found to be unsatisfactory, the contract would be terminated even within the stipulated period of contract without assigning any reasons and notice besides forfeiting the Security Deposit.

28) If the Licensee decides to terminate the contract prematurely before the end of **01 (one) year**, BMTC shall forfeit the entire Security Deposit.

29) If the licensee desires to extend the license period beyond 1 year he shall submit the willingness for the extension of contract, **3 months before** the end of contract. The extension will be based on mutual acceptance.

30) If BMTC desires to terminate the contract before the expiry period, it may do so by giving **01 (one) month's** prior notice to the Licensee.

31) The Licensee shall hand-over the possession of the premises voluntarily and he shall not obstruct the Licensor from taking possession by approaching the Civil Court or against floating fresh tender.

32) **Dispute Settlement:**
    a) In case of any dispute arising between the Licensor and Licensee in respect of the interpretations or performance of any terms and conditions of the agreement the same shall be referred to the Managing Director of BMTC to settle the dispute amicably and whose decision shall be final and conclusive.
    b) Any litigation arising out of the said contract would be restricted to the exclusive jurisdiction of Bengaluru City Commercial Courts.

33) **Subletting is strictly prohibited:** The license granted is not transferable to any third party. However, he shall deploy employees which are necessary for keeping premises & bus stand cleaning. In the event of the death of the licensee or the licensee becoming insolvent prior to the expiry of the period of the license, the license granted shall come to an end.

34) The Licensee shall comply with all the provisions of prevailing Contract Labour (Regulation and Abolition) Act, Workmen's Compensation Act. Provision of Hours of Employment Regulation Act, Payment of Wages Act, Factories Act, Employees PF Act, Bonus Act, Payment of Gratuity Act, Equal remuneration Act, ESI Act, Industrial Disputes Act, Employment of Children Act, MV Act and Regulation of Employment and Welfare Act or any other Act applicable. In case of consumer Forum case the liability will rest with the Licensee.

35) The licensee shall strictly comply with the Fire Fighting Department regulations and norms. You should prepare "Do's and Don'ts" for adhering the rules and regulations of Fire Fighting Department, CEIG, BESCOM, Pollution Control Board and to be displayed in appropriate locations at no extra cost.

36) In the event if the Licensee fails to fulfil contractual obligations or due to Event of default the license shall be terminated by forfeiting the security deposit.

## SECTION IV

**SCHEDULE A: Definition of services and details of Jobs:**
The services herein mean and include the following:

**1.** Employment of Labourers i.e., workers and supervisors for House keeping & Toilet Management Facility providing to the TTMC/Bus stations.

**2.** The Licensee shall provide female cleaning staff in all the ladies toilets.

**3. Working hours for labourers:**
1st shift 06:00 hours to 14:00 hours
2nd Shift 14:00 hours to 22:00 hours
3rd Shift 22:00 hours to 6:00 hours (based on requirement)

**4. Work Detail:**

i. Monthly two times cleaning of terrace area including staircase head rooms and vacant place of TTMC & etc., as a part of the tender.

ii. Cleaning pay & use of toilets which includes toilet flooring, wash basins, commodes, urinals, mirrors, fixtures Water Closets (WC) etc., with good quality disinfectants **once in every two hours a day.**

iii. Regular cleaning and maintenance, Sweeping and wet mopping of floors, Bus Bays & platforms, Office Area, Staircase, Ramps, Drive ways, common area, inside lifts, passenger seats, office toilets etc..,

iv. Regular removal of garbage.

v. Cleaning of structural glazing area, granite cladding, and removal of cobwebs over buildings, roofs and other structures monthly two times.

vi. Daily cleaning and dusting of pillars and walls. Cleaning and dusting of furniture both wooden, steel, wooden doors and windows. Cleaning and dusting of commuters waiting halls, including seats provided at the office. Cleaning and dusting of electrical fittings, fixtures, tube lights bulbs etc., Cleaning and dusting of time-table boards, destination boards, office location boards, name boards etc., at bus station.

vii. Cleaning of fans, Cleaning of walls and removing of stains on the wall, cleaning of open corridors surroundings of the complex, cleaning of dustbins and spittoons.

viii. Cleaning of drinking water equipments at the complex.

ix. The service provider shall make arrangements to dispose the segregated dry & wet waste separately at their own cost. The Licensee shall not dump the waste in BMTC premises.

x. Cleaning blockages of UGD & sewerage drain.

xi. Removing the silt collected during the rainy season.

xii. Removal of web in and outside the complex etc.

xiii. Prevention of stagnation of water in the premises.

xiv. Cleaning of Sub ways, Ramps, Staircases.

xv. The toilets and urinals shall be cleaned with standard quality acid continuously and kept hygienically without giving any scope for complaints.

xvi. The staff has to wear uniform with name badge.

**5. Penal Clause:**

| Sl No | Details | Penalty |
|---|---|---|
| 1. | The Licensee shall be responsible for all the omissions and commissions of all the personnel deployed under this Contract | i. The Licensee shall be liable to compensate officers, staff or the department for any loss due to theft/pilferage/damage to the articles, equipment, fixtures, and furniture etc., caused due to negligence, carelessness or any fault of his personnel.<br>ii. Loss or damage shall be as assessed by the Bus Stand In-Charge and appropriately recovered from the Licensee either from the payments due to the Licensee against the invoices or by invoking the Security Deposit to the extent of damage assessed or both, as the case may be. |
| 2. | Substitution of Personnel Deployed under this Contract | i. Licensee shall provide a substitute immediately in the event of any person leaving the job due to his/her personal reasons.<br>ii. Delay by the Licensee in providing suitable additional personnel for any substitute will attract a penalty @ INR.100/- per day per personnel. |

| | | |
|---|---|---|
| 3. | Quality of work | i. A fine of Rs.500/- shall be imposed if there found to be any lapse in cleaning of premises/office room/rest room/garden/disposal of garbage/equipments/furniture etc., a memo will be issued before imposition of this fine.<br>ii. In case of failure on the part of the licensee to clean the premises satisfactorily, BMTC will undertake cleaning the premises by engaging the casual labour. Such of the amount incurred by BMTC will be recovered from the licensee. |
| 4. | Non-performance/Non-usage of specific Machines (if the breakdown of the Machine is major, then the Licensee is allowed to substitute with Other Machine and the same is to get approved by the Bus Stand in charge with proper documents. | i. Penalty @ INR.200/- (Rupees Two Hundred Only) per machine per day shall be charged.<br>ii. If the problem persists for more than 10 (ten) days, the Client reserves the right to terminate the Contract and forfeit the Security Deposit. |
| 5. | Complaint from Passengers | i. Penalty @ Rs.200 (Rupees Two Hundred only) per instance based on complaint by commuters as ascertained by Bus Stand In-charge.<br>ii. If the number of such instances exceeds beyond 25 (Twenty-Five) in a year, the Client reserves the right to terminate the Contract Agreement and forfeit the Security Deposit.<br>iii. The penalty shall be charged upto Rs.5000/- if the complaint is been raised from the media. |

**SCHEDULE 'B'**

The premise herein includes the office complex, Bus Station including sub ways and surrounding areas of complex as below:

| Sl. No | Name of Bus Station | Establishment | Sq.mt | Estimated LF | EMD in Rs. | Turnover |
|---|---|---|---|---|---|---|
| 1. | Shantinagar | House Keeping Including Toilet complex | 36,041 | – | 1,00,000 | 4,00,000 |
| 2. | Jayanagar | | 4,088 | – | 1,00,000 | 1,00,000 |

**ANNEXURE**

**Note:** The area for housekeeping & toilet maintenance of Shantinagar bus station includes Shantinagar bus station & dispensary.

**Sd/-**

**Chief Traffic Manager (Com)**
**Tender Inviting Authority**